

PORTUGAL

General Aspect

Portugal is a semi-parliamentary Republic with a population of 10 million.

Diffusion of ICT

PC penetration (number of PCs/population) is estimated to 7%. The percentage decreases to 2,2% as far as access to internet are concerned. Users of telephone services are the 40,3% of the population, while the mobile phone penetration amount to 31,2% of the population.

Application of ICT to Public Administration

In Central Public Administration 32,5% of the employees have a PC in their work place. 15% of civil servant can use e-mail in their work environment, and only the 14,2% has Internet access.

In the Local and Central government offices is possible to interchange through Intranet/Extranet networks. There are not Intranet/Extranet networks between Local and Central government entities.

Public Administration on line

More than an half of governmental bodies of central P.A. (66,7%) have their own internet web site. This percentage decreases to 3,5% with respect to local governments.

Government has an overall policy for to making public information available on line, an in fact institutional web sites offers a wide range of informatio, including press releases, speeches and statements of the head of Government, official document, government and legislative acts.

In some cases it is possible and to carry out transaction (www.spdirecto.infocid.pt) and to send requests for information through e-mail.

A portal to citizens has been implemented (www.infocid.pt).

E-Government

At present on the “INFOCID” portal many services on line are provided to citizens and companies.

Citizens can get information on citizenship, send request on line for certificates (birth, property, commerce), get information on European Union, taxation (Directorate General For Taxation-DGCI), Social Security Information and declaration delivery, there is also a Geografic information session (GEOCID) . An information service for Business Support provides some on line services to companies. A one-stop-shop has been implemented in order to streamline all business related accomplishments (www.dgrn.mj.pt/).

Government has started an action program to promote the application of ICT to the Public Administration and provide on line services.

The targets are: Generalise the use systems in all departments of the state administration; drastically reduce the use of paper in the state administration, extending the use of digital media for communication and storage purposes; encourage the process whereby all public entities make available on the Internet all the information they publish; work as quickly as possible towards a situation which at least 25% of the state's transactions are carried out electronically;

Some specific projects are related to the the digitalisation of records and the development of network of libraries closely linked to the network of national scientific institutions, together with industrial development units, health units and museums.

The instruments of the action program are: Internet initiative; POSI – Information Society Program, Budgetary instrument; National Initiative for e-Commerce; National initiative for citizens with Special Needs.

The e-government program is formalised in an official act: *RCM no. 110/2000 of 22nd (internet initiative)* The document indicate is available on the web sites: www.mct.pt; and www.oct.mct.pt